

## Welcome and Thank You Text

### Welcome Text

Thank you for visiting myUSCIS. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

### Thank You Text

Thank you for taking our survey - and for helping us serve you better. We appreciate your input!

### Welcome Text - Alternate

~~Thank you for visiting [Company/Site/Agency]. You have been randomly selected to take part in this survey that is being conducted by ForeSee on behalf of the [Company/Site/Agency]. Please take a few minutes to give us your feedback. All results are strictly confidential.~~

### Thank You Text - Alternate

~~Thank you for taking our survey - and for helping us serve you better.~~

~~Please note you will not receive a response from us based on your survey comments. If you would like us to contact you about your feedback, please visit the Contact Us section of our web site.~~



### Customer Satisfaction Survey

Thank you for visiting our site. You've been randomly chosen to take part in a brief survey to let us know what we're doing well and where we can improve.

Please take a few minutes to share your opinions, which are essential in helping us provide the best online experience possible.

Thank you for taking our survey - and for helping us serve you better.  
We appreciate your input!

Cancel

Submit

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[ForeSee](#) [ForeSee Privacy Policy](#) [Survey Support](#)

Model Name: myUSCIS  
 Model ID  
 Partitioned: YES (2MQ)  
 Date: 2-5-16

~~Red & Strike-Through~~: Delete  
Underlined & Italicized: Re-order  
 Pink: Addition  
 Blue: Reword



Label	Element Questions	Label	Satisfaction Questions	Label	Future Behaviors
1 Look and Feel - Appeal	<b>Look and Feel (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>visual appeal</b> of this site.	16 Satisfaction - Overall	<b>Satisfaction</b> What is your <b>overall satisfaction</b> with this site? (1=Very Dissatisfied, 10=Very Satisfied)	19 Return	<b>Use again (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>use this site in the future</b> if you needed citizenship or immigrations services?
2 Look and Feel - Balance	Please rate the <b>balance of graphics and text</b> on this site.	17 Satisfaction - Expectations	How well does this site <b>meet your expectations</b> ? (1= Falls Short, 10=Exceeds)	20 Recommend	<b>Recommend (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>recommend this site as a useful resource</b> to someone else?
3 Look and Feel - Readability	Please rate the <b>readability of the pages</b> on this site.	18 Satisfaction - Ideal	How does this site <b>compare to your idea of an ideal website</b> ? (1=Not Very Close, 10=Very Close)	21 In Person Visit	<b>In Person Visit (1=Very Unlikely, 10=Very Likely)</b> How likely are you to visit a USCIS office in person after your visit to this site today <b>because you encountered problems with the site</b> ?
4 Site Performance - Loading	<b>Site Performance (1=Poor, 10=Excellent, Don't Know)</b> Please rate how <b>quickly pages load</b> on this site.			22 Use 1-800 Number	<b>Use 1-800 Number (1=Very Unlikely, 10=Very Likely)</b> How likely are you to <b>call the 1-800 number</b> after your visit to this site today?
5 Site Performance - Consistency	Please rate the <b>consistency of page loading speed</b> from page to page on this site.				
6 Site Performance - Completeness	Please rate how <b>completely the page content loads</b> on this site.				
7 Navigation - Organized	<b>Navigation (1=Poor, 10=Excellent, Don't Know)</b> Please rate <b>how well the site is organized</b> .				
8 Navigation - Options	Please rate the <b>options available for navigating</b> this site.				
9 Navigation - Layout	Please rate <b>how well the site layout helps you find what you need</b> .				
10 Information Browsing - Sort	<b>Information Browsing (1=Poor, 10=Excellent, Don't Know)</b> Please rate the ability to <b>sort information by criteria that are important to you</b> on this site.				
11 Information Browsing - Narrow	Please rate the <b>ability to narrow choices to find the information you are looking for</b> on this site.				
12 Information Browsing - Features	Please rate how well the <b>features on the site help you find the information you need</b> .				
13 Site Information - Thoroughness	<b>Site Information (1=Poor, 10=Excellent, Don't Know)</b> Please rate the <b>thoroughness of information</b> provided on this site.				
14 Site Information - Understandable	Please rate how <b>understandable</b> this site's <b>information</b> is.				
15 Site Information - Answers	Please rate how well the site's <b>information provides answers to your questions</b> .				

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Model ID

Partitioned: YES (2MQ)

Date: 2-23-16

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Pink: Addition

Blue: Rework



QID	QUESTION META TAG	Skip From	Question Text	Answer Choices	Skip To	Required Y/N	Type	Special Instructions
			<b>Why are you likely</b> to call the 1-800 number? Please check all that apply.	I do not plan to call the 1-800 number Because I encountered problems with this site Because I feel more comfortable talking to a person To double check that what I did on the website is correct To make sure that I understood everything that I needed to do Other reason(s)	A	Y	Checkbox, one-up vertical	Skip Logic Group*
		A	What <b>other reason(s)</b> do you have for calling the 1-800 number?			N	Text area, no char limit	Skip Logic Group*
			<b>To what extent</b> do you agree with the following statements about this site? This site is an <b>official government website</b> for services related to citizenship and immigration	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
			This site is a <b>useful resource</b> for citizenship and immigration information	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
			I feel this site is <b>helping me</b> navigate my immigration process	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
			This site <b>makes tasks difficult</b> to complete	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
			This site <b>saves me time</b>	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
			This site <b>meets my needs</b>	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
			This site is a <b>site I trust</b>	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
	Acquisition Source		<b>How did you hear</b> about this site? Please check all that apply.	A USCIS public event Social media (i.e. Facebook, Instagram, Twitter, etc.) Email from USCIS with a link Search engine results (i.e. Google, Bing, Yahoo, etc.) A community-based organization or non-profit organization Internet advertisement or Internet media (e.g., video) Other media advertisement (i.e. flier, radio, television, brochure, etc.) Other	A	Y	Checkbox, one-up vertical	Skip Logic Group*
		A	What <b>other way</b> did you hear about this site?			N	Text field, <100 char	Skip Logic Group*
			How <b>easy</b> or <b>difficult</b> was it for you to get to this site?	Very difficult Somewhat difficult Somewhat easy Very easy		Y	Drop down, select one	
	Visit Frequency		How <b>often</b> do you visit this site?	This is my first time on this site Daily Weekly Monthly Every 2 months or less		Y	Drop down, select one	
			Please complete this sentence: <b>I am visiting</b> this site today <b>for</b> ...	Myself Spouse Fiancé/Fiancée Other family member Friend Client Employer/employee	B D D D D D D	Y	Radio button, one-up vertical	Skip Logic Group*

		<b>A</b>	For what <b>other person</b> are you visiting this site?	Other	<b>A</b>	N	Text field, <100 char	Skip Logic Group*
Role		<b>B</b>	Please complete this sentence: I am visiting this site as a ...	Citizen by birth Naturalized U.S. citizen Permanent resident (Green Card holder) Conditional resident Temporary worker/nonimmigrant Student or exchange visitor Visitor to the USA Other		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>C</b>	How else would you describe <b>your current status</b> as you visited this site today?		<b>C</b>	N	Text field, <100 char	Skip Logic Group*
		<b>D</b>	Please complete this sentence: I am visiting this site <b>for somebody who is a</b> ...	Naturalized U.S. citizen Permanent resident (Green Card holder) Conditional resident Temporary worker/nonimmigrant Student or exchange visitor Visitor to the USA Native born in the USA Other		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>E</b>	How else would you describe the <b>current status of the person</b> for whom you are visiting this site today?		<b>E</b>	N	Text field, <100 char	Skip Logic Group*
Primary Reason: Federal Government or Informational Non-Profit			Which <b>one</b> of the following benefits was the <b>main reason</b> for your visit today?	Green Card (permanent resident card) U.S. citizenship Family reunification (petition for an immediate relative) Working in the United States Deferred action for childhood arrivals (DACA) Humanitarian (TPS, Refugee/Asylum) Adoption Other		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>A</b>	What <b>other benefit</b> was the main reason for your visit today?		<b>A</b>	N	Text area, no char limit	Skip Logic Group*
			What were the <b>main tasks</b> you were trying to do during your visit to the site today? You can check up to three.	Find information Find a doctor Check a case status Change an address Practice the civics test Find a civics or English class Other	<b>B1,B2 C1,C2 D1,D2 E1,E2 F1,F2 G1,G2 A</b>	Y	Checkbox, one-up vertical	Skip Logic Group*
		<b>A</b>	What <b>other task</b> were you trying to do today?		<b>A</b>	N	Text field, <100 char	Skip Logic Group*
		<b>B1</b>	Please rate how <b>easy</b> or <b>difficult</b> it was to <b>find the information</b> you were looking for during your visit to the site today.	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>B2</b>	<b>How much of this task</b> were you able to complete during your visit to the site today?	I was able to complete all of it I was able to complete most of it I was able to complete some of it I was not able to complete any of it	<b>B3 B3</b>	Y	Radio button, one-up vertical	Skip Logic Group*
		<b>B3</b>	Please tell us why you were <b>not able to obtain the information</b> you were looking for during your visit to the site today.			N	Text area, no char limit	Skip Logic Group*
		<b>C1</b>	Please rate how <b>easy</b> or <b>difficult</b> it was to <b>find a doctor</b> during your visit to the site today.	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>C2</b>	<b>How much of this task</b> were you able to complete during your visit to the site today?	I was able to complete all of it I was able to complete most of it I was able to complete some of it I was not able to complete any of it	<b>C3 C3</b>	Y	Radio button, one-up vertical	Skip Logic Group*
		<b>C3</b>	Please tell us why you were <b>not able to find a doctor</b> during your visit to the site today.			N	Text area, no char limit	Skip Logic Group*
		<b>D1</b>	Please rate how <b>easy</b> or <b>difficult</b> it was to <b>check a case status</b> during your visit to the site today.	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>D2</b>	<b>How much of this task</b> were you able to complete during your visit to the site today?	I was able to complete all of it I was able to complete most of it I was able to complete some of it I was not able to complete any of it	<b>D3 D3</b>	Y	Radio button, one-up vertical	Skip Logic Group*

	D3	Please tell us why you were <b>not able to check a case status</b> during your visit to the site today.			N	Text area, no char limit	Skip Logic Group*
	E1	Please rate how <b>easy</b> or <b>difficult</b> it was to <b>change an address</b> during your visit to the site today.	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
	E2	<b>How much of this task</b> were you able to complete during your visit to the site today?	I was able to complete all of it I was able to complete most of it I was able to complete some of it I was not able to complete any of it	E3 E3	Y	Radio button, one-up vertical	Skip Logic Group*
	E3	Please tell us why you were <b>not able to change an address</b> during your visit to the site today.			N	Text area, no char limit	Skip Logic Group*
	F1	Please rate how <b>easy</b> or <b>difficult</b> it was to <b>practice a civics test</b> during your visit to the site today.	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
	F2	<b>How much of this task</b> were you able to complete during your visit to the site today?	I was able to complete all of it I was able to complete most of it I was able to complete some of it I was not able to complete any of it	F3 F3	Y	Radio button, one-up vertical	Skip Logic Group*
	F3	Please tell us why you were <b>not able to practice a civics test</b> during your visit to the site today.			N	Text area, no char limit	Skip Logic Group*
	G1	Please rate how <b>easy</b> or <b>difficult</b> it was to <b>find a civics or English class</b> during your visit to the site today.	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
	G2	<b>How much of this task</b> were you able to complete during your visit to the site today?	I was able to complete all of it I was able to complete most of it I was able to complete some of it I was not able to complete any of it	G3 G3	Y	Radio button, one-up vertical	Skip Logic Group*
	G3	Please tell us why you were <b>not able to find a civics or English class</b> during your visit to the site today.			N	Text area, no char limit	Skip Logic Group*
		<b>To what extent do you agree</b> with the following statements about the information on this site during your visit today. Information was <b>readily available</b>	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
		Information was <b>inaccurate</b>	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
		Information was <b>difficult to understand</b>	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
		Information <b>answered my questions</b>	Strongly disagree Disagree Agree Strongly agree		Y	Drop down, select one	Multiple Lists Group*
		Which of the following <b>tools</b> on this site did you <b>use today</b> ? Please check all that apply.	Ask a Question, Get a Trusted Answer (search tool) Find immigration options/explore options Check your case status online Find a doctor Emma (chat feature) Change of address online Practice civics test Find a Class Other	B C D E F G H A	Y	Checkbox, one-up vertical	Skip Logic Group*
	A	What <b>other tools</b> on this site did you use today?			N	Text field, <100 char	Skip Logic Group*
	B	Please rate how <b>easy</b> or <b>difficult</b> it was to find the <b>Ask a Question, Get a Trusted Answer</b> tool?	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
	C	Please rate how <b>easy</b> or <b>difficult</b> it was to find the <b>immigration options/explore options</b> tool?	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
	D	Please rate how <b>easy</b> or <b>difficult</b> it was to find the <b>case status check</b> tool?	Very easy Somewhat easy Somewhat difficult		Y	Radio button, one-up vertical	Skip Logic Group*

			Very difficult					
		<b>E</b>	Please rate how <b>easy</b> or <b>difficult</b> it was to find the <b>Find a doctor</b> tool?	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>F</b>	Please rate how <b>easy</b> or <b>difficult</b> it was to find the <b>change of address</b> online tool?	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>G</b>	Please rate how <b>easy</b> or <b>difficult</b> it was to find the <b>practice civics test</b> tool?	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>H</b>	Please rate how <b>easy</b> or <b>difficult</b> it was to find the <b>Find a Class</b> tool?	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Radio button, one-up vertical	Skip Logic Group*
		<b>I</b>	Please tell us if <b>Emma (the chat feature)</b> was:	Very helpful Helpful Somewhat helpful Not at all helpful		Y	Radio button, one-up vertical	Skip Logic Group*
			Did the <b>names of the tools</b> you used today <b>help you understand</b> the tools?	Very easy Somewhat easy Somewhat difficult Very difficult		Y	Drop down, select one	
			How can we <b>make the tools</b> you used today <b>better</b> ?			N	Text area, no char limit	
			What is your <b>gender</b> ?	Female Male I prefer not to respond		N	Drop down, select one	
			Please select the <b>age category</b> that best describes you.	17 and under 18 – 24 25 – 34 35 – 44 45 – 54 55 – 64 65 and over I prefer not to respond		N	Drop down, select one	
			Which of the following best describes the <b>highest level of education</b> you have attained?	Have not graduated high school High school graduate Some college, trade, technical or vocational training College graduate Post graduate degree I prefer not to respond		N	Drop down, select one	
			<b>How comfortable</b> are you with using technology such as computers, cell phones (smartphones) or tablets ?	Very Uncomfortable Somewhat Uncomfortable Somewhat Comfortable Very Comfortable		N	Drop down, select one	
			<b>Where</b> do you <b>currently live</b> ?	USA Outside of USA I prefer not to respond		N	Drop down, select one	
			<b>How comfortable</b> do you feel <b>reading in English</b> ?	Very Uncomfortable Somewhat Uncomfortable Somewhat Comfortable Very Comfortable		N	Drop down, select one	
			<b>How comfortable</b> do you feel <b>speaking in English</b> ?	Very Uncomfortable Somewhat Uncomfortable Somewhat Comfortable Very Comfortable		N	Drop down, select one	
			<b>How comfortable</b> do you feel <b>understanding English</b> ?	Very Uncomfortable Somewhat Uncomfortable Somewhat Comfortable Very Comfortable		N	Drop down, select one	
			<b>How comfortable</b> do you feel <b>writing English</b> ?	Very Uncomfortable Somewhat Uncomfortable Somewhat Comfortable Very Comfortable		N	Drop down, select one	



CQ Label
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Why Call 1-800
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OE_Call 1-800
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Website experience/ services
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Website experience/ resource
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Website experience/ process
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Website experience/ easier
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Website experience/ saves time
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Website experience/ meets needs
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Website experience/ trust
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Awareness
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OE_Awareness
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Ease of getting to website
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Visit frequency
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Behalf
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OE_Behalf
Role for myself
OE_Self Role
Role for others
OE_Other Role
Reason for visit - Benefits
OE_Benefits
Reason for visit - Task
OE_Task
Obtain Info - Ease
Obtain Info - Complete Task
Obtain Info - Reason
Find a Doctor - Ease
Find a Doctor - Complete Task
Find a Doctor - Reason
Check a Status - Ease
Check a Status - Complete Task



Check a Status - Reason
Change an Address - Ease
Change an Address - Complete Task
Change an Address - Reason
Practice Civics Test - Ease
Practice Civics Test - Complete Task
Practice a Civics Test - Reason
Find Class - Ease
Find Class - Complete Task
Find Class - Reason
Info readily Available
Info Inaccurate
Info Difficult to Understand
Info Answer Qsts
Method/Feature
OE_Method/Feature
Search Tool-Easy to Find
Immigration Options - Easy to Find
Case Status - Easy to Find

Find a Doctor - Easy to Find
Change of Address Online - Easy to Find
Practice Civics Test - Easy to Find
Find a Class - Easy to Find
Emma - Helpful
Difficult Labels
Recommendations
Gender
Age
Education Level
Comfort with Tech
Reside
English fluency-Read
English fluency-Speak
English fluency-Understand
English fluency-Writing